

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

June 10, 2013
9:00 – 10:30 a.m.
550 S. Vermont Ave., 2nd Floor Conference Room
Los Angeles, CA 90020

Martha Drinan, RN, MN, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:35	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:35 – 9:50	Cultural Competency Committee Report	S. Chang- Ptasinski
IV	9:50 – 10:05	Clinical Quality Improvement ➤ OMD Report	C. Eisen
V	10:05 – 10:10	PRO	M. Crosby
VI	10:10 – 10:15	EPSDT PIP Data Update	V. Joshi
VII	10:15 – 10:25	Test Calls Review	M. Crosby
VIII	10:25 – 10:30	CAEQRO Reviews: What's New for FY 13 – 14	T. Beyer

Next Meeting
July 8, 2013
9:00 – 10:30 a.m.
550 S. Vermont Ave.
10th Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	June 10, 2013
Place	550 S. Vermont Ave., 2nd Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alyssa Bray; Ann Lee; Anahid Assatourian; Anthony Ramirez; Bertrand Levesque; Debi Berzon-Leitelt; Doris Benosa; Elizabeth Owens; Emilia Ramos; Greg Tchakmakjian; Jessica Wilkins; Leah Carroll; Lisa Harvey; Lupe Ayala; Marc Borkheim; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Mary Crosby; Michael Tredinnick; Michele Munde; Misty Aronoff; Monika Johnson; Sandra Chang-Ptasinski; Staci Atkins; Timothy Beyer; Trudy Washington; Vandana Joshi.		
WebEx Participants	None		
Excused/Absent Members	Alan Lert; Angela Kahn; Carol Eisen; Greg Tchakmakjian; Julie Agojo; Kari Thompson; Kimber Salvaggio; Lisha Singleton; Marcy Pullard; Michelle Rittel; Rashied Jibri; Rhiannon De Carlo; Rhonda Chabran;		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	Martha Drinan
Review of Minutes	The May minutes were reviewed.	Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	SA 1: Dark in June.	Next meeting: July 2, 2013.	B. Paradise
	SA 2 Adult: Volunteers for test calls were identified. Ms. Salvaggio will complete the complaint call. A mini in-service called QIC 101 was provided for SA 2 QIC members. Kimber will contact Kumar re: presenter for MH and Spirituality.	Next meeting: July 18, 2013.	K. Salvaggio
	SA 2 Children: No report	Next meeting: June 20, 2013.	M. Rittel
	SA 3: Mary Crosby from PSB-QID presented on the annual Test Call Project. Volunteers were identified. Providers are sharing their QI/QA process information with each other. Mr. Levesque distributed a quiz with questions related to QI/QA for QIC members that he has introduced as a fun way to stimulate thinking and discussion about QI/QA.	Next meeting: June 19, 2013.	B. Levesque
	SA 4: Dark in May.	Next meeting: June 18, 2013. Ella Granston from SA 4 Admin. Will present on SA 4 Vacancy and Referral Project Implementation.	A. Bray
	SA 5: Dark in June.	Next meeting: July 9, 2013.	M. Johnson
	SA 6: Patient Rights information was distributed. The Test Call Project was discussed. There are no volunteers at this time. Members also discussed the bulletins that had been disseminated.	Next meeting: June 27, 2013.	S. Atkins
	SA 7: Dark in May.	Next meeting: June 11, 2013.	L. Ayala

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due DaSe
SA QIC Liaison Reports	SA 8: Information from previous Dept. QIC meeting was disseminated. Ms. Munde presented on using the Rapid Cycle Quality Improvement Process (PDSA).	Next meeting: June 19, 2013.	M. Munde
Countywide Children's	Dark in June and July.	Next meeting: August 8, 2013.	L. Harvey
Cultural Competency Committee	Dr. Chang-Ptasinski announced that the next CCC meeting is June 12, and there will be a special presentation on the Healthcare Reform Workgroups. The committee will be reviewing its recommendations on how to capture culture in the Service Area Provider Directories. Dr. Chang-Ptasinski also reported that enhanced Culturally and Linguistically Appropriate Services (CLAS) standards have been released by the U.S. Dept. of Health and Human Services. Dr. Tredinnick provided information on the no-cost Training and Technical Assistance provided by The Community Alliance for CLAS Project, to become more culturally and linguistically competent.	Next meeting: June 12, 2013. 695 S. Vermont Ave., 15 th Floor Large Conf. Room. at 1:30 – 3:30 pm. Dr. Chang-Ptasinski will forward an email to QIC members with the information for the CLAS cost-free training mentioned by Dr. Tredinnick.	S. Chang-Ptasinski
Clinical Issues OMD	New reporting system is still in progress. Other County Departments are part of the reporting system. The Columbia Suicide Rating Scale, (CSRS) is currently being assessed to determine if it can be adopted to our system and integrated into IBHIS.	The CSRS in IBHIS would be part of the standard initial assessment process.	M. O'Donnell

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Patient Rights Office	Notice of Action P&P is waiting to be approved. Training will be available once it is approved and final. The Notice of Action (NOA) - A is on the website in English and Spanish. The Change of Provider form for providers is under providers and then under policies. DMH providers can get it through Policy and Procedures on the intranet DMH employee web site.	It's mandatory that all DMH clinics have Grievance, HIPAA Complaint, & Change of Provider Request forms available to consumers in the lobby.	M. Hernandez
EPSDT PIP	Dr. Joshi is working with CIOB staff regarding data for the contract providers. Providers will have access by legal entity number. For Directly Operated, data is going to be on the Share Point Web-site.	Data will be posted on a quarterly basis.	V. Joshi
Test Calls Project	Test calls will start next week with SA 2. Callers: please be sure to get the name of the agent helping you. Calls should be conducted after hours. All forms should be printed and not copied due to the scanning process. One of the 10 calls should be about a complaint. <u>Under no circumstances should a test call include an emergency scenario.</u>	It is recommended that the QIC Chair/Co-Chair do the complaint Test Call. The complaint call is to determine if callers are informed of their rights to due process. Questions should be directed to Mary Crosby at (213) 251-6736.	M. Crosby
Announcements:	None		
Handouts	None		
Next Meeting	August 12, 2013		

Respectfully Submitted,

Martha Drinan, RN, MN